In the claims:

1.   (Currently Amended) A method of compiling performance reports in a contact center serving a plurality of clients ~~through the Internet~~ using a plurality of agents, such method comprising the steps of:

opening a transaction file for saving information about asynchronous~~Internet exchanges~~ transactions between an agent of the plurality of agents and a client of the plurality of clients;

measuring indicia of activity for the asynchronous~~Internet exchanges~~ transactions between the agent and client including a duration value which reflects effort associated with each transmission within each transaction;

adding the measured indicia of activity to the transaction file; and

compiling a report based upon the transaction file.

2.   (Currently Amended) The method of compiling performance reports as in claim 1 wherein the step of opening the transaction file further comprises detecting an initial contact between the agent and the client, and the method further comprising tagging subsequent transmissions of a continuing transaction as belonging to the continuing transaction.

3.   (Original) The method of compiling performance reports as in claim 2 wherein the step of detecting the initial contact between the agent and the client further comprises searching a prior contact list of the agent to identify prior contacts involving the client.

4.   (Original) The method of compiling performance reports as in claim 1 wherein the step of measuring the indicia of activity further comprises counting a number of exchanges between the agent and the client.

5.   (Currently Amended) The method of compiling performance reports as in ~~claim 4~~ claim 1 wherein the exchanges further comprise at least one of e-mail, instant messaging, and chat sessions.

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6.   (Currently Amended) The method of compiling performance reports as in ~~claim 4~~ claim 1 wherein the ~~exchanges further comprise instant messaging~~ duration value is determined based upon the character length of the transmission.

7.   (Currently Amended) The method of compiling performance reports as in claim ~~4~~ 1 ~~wherein the exchanges further comprise chat sessions~~ further comprising determining how much time has elapsed between successive transmissions of each transaction.

8.   (Original) The method of compiling performance reports as in claim 1 further comprising segregating exchanges between the agent and client from other exchanges between other agents of the plurality of agents and other clients of the plurality of clients.

9.   (Original) The method of compiling performance reports as in claim 8 wherein the step of segregating exchanges between the agent and client from other exchanges between other agents of the plurality of agents and other clients of the plurality of clients further comprises correlating an identifier of the agent and client with the transaction file.

10.   (Original) The method of compiling performance reports as in claim 9 wherein the step of correlating an identifier of the agent and client with the transaction file further comprises matching e-mail addresses of the agent and client to e-mail addresses within the transaction file.

11.   (Original) The method of compiling performance reports as in claim 1 further comprising segregating exchanges between the agent and client from other exchanges between the agent and the client.

12.   (Original) The method of compiling performance reports as in claim 11 wherein the step of segregating exchanges between the agent and client from other exchanges between the agent and client further comprises correlating a subject matter identifier field of the exchanges with a subject matter identifier of the transaction file.

13.   (Currently Amended) An apparatus for compiling performance reports in a contact center serving a plurality of clients through the Internet using a plurality of agents, such apparatus comprising:

means for opening a transaction file for saving information about asynchronous Internet ~~exchanges~~ transactions between an agent of the plurality of agents and a client of the plurality of clients;

means for measuring indicia of activity for the asynchronous Internet ~~exchanges~~ transactions between the agent and client including a duration value which reflects effort associated with each transmission within each transaction;

means for adding the measured indicia of activity to the transaction file; and

means for compiling a report based upon the transaction file.

14.   (Currently Amended) The apparatus for compiling performance reports as in claim 13 wherein the means for opening the transaction file further comprises means for detecting an initial contact between the agent and the client, and means for tagging subsequent transmissions of a continuing transaction as belonging to the continuing transaction .

15.   (Original) The apparatus for compiling performance reports as in claim 14 wherein the means for detecting the initial contact between the agent and the client further comprises means for searching a prior contact list of the agent to identify prior contacts involving the client.

16.   (Original) The apparatus for compiling performance reports as in claim 13 wherein the means for measuring the indicia of activity further comprises means for counting a number of exchanges between the agent and the client.

17.   (Currently Amended) The apparatus for compiling performance reports as in claim 16 wherein the exchanges further comprise at least one of e-mail, instant messaging, and chat sessions.

18.   (Currently Amended) The apparatus for compiling performance reports as in claim ~~16~~ 13 wherein the ~~exchanges further comprise instant messaging~~ duration value is determined based upon how long a transmission would have required had it been spoken.

19.   (Currently Amended) The apparatus for compiling performance reports as in claim ~~16~~ 14 wherein ~~the exchanges further comprise chat sessions~~ word content of each exchange is used to differentiate among transactions.

20.   (Original) The apparatus for compiling performance reports as in claim 13 further comprising means for segregating exchanges between the agent and client from other exchanges between other agents of the plurality of agents and other clients of the plurality of clients.

21.   (Original) The apparatus for compiling performance reports as in claim 20 wherein the means for segregating exchanges between the agent and client from other exchanges between other agents of the plurality of agents and other clients of the plurality of clients further comprises means for correlating an identifier of the agent and client with the transaction file.

22.   (Original) The apparatus for compiling performance reports as in claim 21 wherein the means for correlating an identifier of the agent and client with the transaction file further comprises means for matching e-mail addresses of the agent and client to e-mail addresses within the transaction file.

23.   (Original) The apparatus for compiling performance reports as in claim 13 further comprising means for segregating exchanges between the agent and client from other exchanges between the agent and the client.

24.   (Original) The apparatus for compiling performance reports as in claim 23 wherein the means for segregating exchanges between the agent and client from other exchanges between the agent and client further comprises means for correlating a subject matter identifier field of the exchanges with a subject matter identifier of the transaction file.

25.   (Currently Amended) An apparatus for compiling performance reports in a contact center serving a plurality of clients through the Internet using a plurality of agents, such apparatus comprising:

a transaction processor adapted to open a transaction file for saving information about asynchronous Internet ~~exchanges~~ transactions between an agent of the plurality of agents and a client of the plurality of clients;

a measurement processor adapted to measure indicia of activity for the asynchronous Internet ~~exchanges~~ transactions between the agent and client including a duration value which reflects effort associated with each transmission within each transaction;

a transaction file for collecting the measured indicia of activity; and

a reports processor adapted to compile a report based upon the transaction file.

26.   (Currently Amended) The apparatus for compiling performance reports as in claim 25 further comprising an agent selection processor adapted to detect an initial contact between the agent and the client, and to determine a type for each transmission and attach a time stamp to each transmission within a transaction.

27.   (Original) The apparatus for compiling performance reports as in claim 26 wherein the agent selection processor further comprises a prior contact list adapted for identifying prior contacts involving the client.

28.   (Currently Amended) The apparatus for compiling performance reports as in claim 25 wherein the exchanges further comprise at least one of e-mail, instant messaging, and chat sessions.

29.   (Currently Amended) The apparatus for compiling performance reports as in claim 25 wherein the ~~exchanges further comprise instant messaging~~ duration value is determined using proportionality to calculate an equivalent time of effort.

30.   (Currently Amended) The apparatus for compiling performance reports as in claim 25 wherein the ~~exchanges further comprise that sessions~~ duration value is determined based upon the character length of the transmission.